

## ABSTRACT

A method of remotely retrieving the state of enterprise devices using a reporting and maintenance system by a central enterprise management facility. That method wherein state is reported after a query to an enterprise device. That method wherein enterprise state is maintained in a database. That method using the state database wherein the state is polled. That method wherein responses are prioritized. Further methods wherein translation is made between the protocol used by the central enterprise management facility and a protocol used by the enterprise devices. That method wherein communication between the reporting and maintenance system and the central enterprise management facility is encrypted. A method of monitoring the state of enterprise devices using a reporting and maintenance system for retrieval by a central enterprise management facility, wherein enterprise status messages are filtered such that unimportant status messages are not communicated to the central enterprise management facility. That method wherein the filtering is done through policy. That method wherein communication between the reporting and maintenance system and the central enterprise management facility is encrypted. That method wherein enterprise devices are polled for status. That method wherein status messages are prioritized. Further methods wherein translation is performed between a protocol used by the enterprise devices and a protocol used by the central enterprise management facility.